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**BANGALORE WATER SUPPLY AND SEWERAGE BOARD**

w®°.,µ.c.î®±° / ,Á.,À.A.C/ /2009

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04.04.2009

## **CIRCULAR**

It has come to the notice of the BWSSB that the water bills towards water supply to houses are being collected by the BWSSB water meter readers and Water Inspectors and other staff in the form of cash. A few problems have cropped up with regard to the bill amount being collected by the staff in the form of cash. Complaints have been received that the bill amount collected in a few accessions by cash have not been remitted promptly to BWSSB. Nonremittance of water bills have not only increased interest over water bills but also resulted in confusions.

On account of the above cited reasons the Metre Readers and Water Inspectors and other staff are directed not to collect cash from consumers towards water bills.

At the time of bill collection from the consumers, instead of receiving the bill amount by cash the BWSSB staff are instructed to create awareness among the consumers about the following modes of water bill payment.

1. Pay at BWSSB KIOSKS
2. ECS System in Banks
3. Bangalore-one Centres

Inspite of the above instructions incase any complaints from consumers are received about the staff persisting with the practice of cash collection, those public complaints will be viewed seriously and stern action will be initiated against such erring staff.

**Chairman  
BWSSB**

Chief Engineer, Maintenance/Financial Advisor  
Additional Chief Engineer, Maintenance 1 and 2 for appropriate action.  
All Executive Engineers of Maintenance Division have been instructed to issue stern guidelines to their staff.  
PRO for issue of press release.

